

# FAST PROCESS LEADS TO SIGNIFICANT IMPROVEMENTS IN OPERATIONAL PERFORMANCE AND PATIENT SATISFACTION

**California**  
Annual ED Visits: 22,000

## Challenge.

Prior to moving into a new state-of-the-art medical facility this California hospital was challenged with rising emergency department patient volumes. When long waits began to impact patient satisfaction, the EmCare team went to work developing meaningful solutions.

## Solution.

To address the logistical challenges affecting the emergency department, the EmCare team developed and implemented comprehensive programs to improve performance in the following key areas:

- **Operational Performance:** The Fast Assessment and Super Treatment (FAST) process was instituted utilizing a mid-level provider in triage, accelerating admissions and EMS door-to-bed times.
- **Patient Satisfaction:** Pain management strategies were enhanced and physicians and nurse leaders began rounding.
- **Quality of Care:** An advanced notification process was implemented for cath lab patients in-route to the hospital and blood culture criteria were modified to include ICU and septic patients.
- **Recruitment:** A new recruiting and mentoring program placed eight physicians and –five mid-level providers within a year.



## The Results

### OPERATIONAL PERFORMANCE

DOOR-TO-DOC TIME:	Decreased from 132 minutes to 8 minutes
LWOT RATE:	Decreased from 5.4% to 2%
ED LENGTH OF STAY:	Decreased from 4.7 hours to 3.2 hours

### HCAHPS RANKINGS

WILLINGNESS TO RECOMMEND:	Increased from 9% to 65%
OVERALL RATING OF HOSPITAL:	Increased from 10% to 68%
COMMUNICATION WITH NURSES:	Increased from 1 % to 51%
PAIN MANAGEMENT:	Increased from 2 % to 68

### CORE MEASURES

EXCEEDED NATIONAL AVERAGE FOR ALL ED-SPECIFIC CORE MEASURES RELATED TO AMI AND PNE.

### GALLUP RANKINGS

OVERALL SATISFACTION:	Increased from 19% to 78%
TRUST TO DELIVER HIGH QUALITY CARE:	Increased from 12% to 90%
PAIN MANAGED EFFECTIVELY:	Increased from 17% to 76%
WAIT TIME SATISFACTION:	Increased from 22% to 62%
SPEED OF SERVICE SATISFACTION:	Increased from 22% to 62%

**FIND OUT MORE TODAY!**  
[www.emcare.com](http://www.emcare.com)

Call: 877.416.8079